

Procedure 4220  
Community Relations

### **Complaints Concerning Staff or Programs**

The following procedures apply to the processing of a formal complaint which has not been resolved through the means of informal discussion.

Most complaints can be resolved by informal discussions between the citizen and the staff member. Should the matter not be resolved, the principal shall attempt to resolve the issue through a conference with the complainant and the staff member.

- Step 1 - Initiation of a Formal Complaint. The patron or student shall file a written complaint with the superintendent, which describes the issue and which specifies a suggested solution by the complainant. The Form 4220-F1 shall be used to initiate a formal complaint.
- Step 2 - The superintendent shall send copies of the complaint (Form 4220-F1) to the named staff member(s) and any other parties that he/she determines will need to be involved in resolving the complaint.
- Step 3 - Each staff member receiving a copy of the filed complaint shall have the opportunity to respond, in writing. Such response shall be directed to the superintendent via Form 4220-F2. Copies of all responses via Form 4220-F2 shall be sent to the person(s) initiating the complaint.
- Step 4 - The superintendent shall determine whether or not he/she shall conduct a hearing on the complaint. In the event that the hearing will be held, the superintendent shall set the date, time and place of the hearing; the persons to be present at the hearing; and the hearing procedures to be utilized.
- Step 5 - The superintendent shall make his/her determination of findings upon the complaint and shall decide what, if any, directives or actions will be implemented.
- Step 6 - If the complainant(s) is/are not satisfied with the decision of the superintendent or if the person(s) named in the original complaint is(are) not satisfied with the resolution action of the superintendent, either party(ies) may appeal the resolution action of the superintendent, in writing, to the board of directors. The appealing party must clearly state the problem.
- Step 7 - If an appeal of the decision by the superintendent is made to the board of directors in writing, then the superintendent shall compile a report for the members of the board of directors, which shall contain all forms and attachments from the written records. The board of directors, at its next regular meeting, shall determine whether or not to hold a hearing upon the complaint or whether to make their determination from the written records concerning the complaint. The results of this determination shall be sent, in writing, to all parties.
- Step 8 - If the decision of the board of directors is to make their determination of the appeal based upon the written record, all parties shall have the opportunity to submit written materials as they see fit. Copies of all such submitted materials shall be sent to the other parties. The board shall review and consider the written materials in an executive session with none of the parties present.

Step 9 - If the decision of the board of directors is to hold a hearing on the complaint prior to making their determination then the board shall set the date, time and place of the hearing; the persons to be present at the hearing; and the hearing procedures to be utilized. The following limitations shall apply: A. The hearing shall be conducted in executive session in the presence of the staff member(s) against whom the original complaint was initiated. The entire hearing shall be tape recorded as a verbatim record.

Step 10 - The final resolution of the board shall be in writing and distributed to all parties. Any formal actions by the board of directors must take place in an open meeting. If such action may adversely affect the contract or employment status of the staff member(s), the board of directors shall give written notice to the staff member(s) of his/her rights to a hearing upon such adverse action.

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Tonasket School District

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